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AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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February 7, 2007

TO: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – NEW OUTLOOK
BOYS HOME**

We have completed a review of New Outlook Group Home (Group Home or Agency) operated by New Outlook Boys Home, Incorporated. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

New Outlook Group Home is an eight-bed facility, which provides care for boys ages 12-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, New Outlook Group Home was providing services for six DCFS children.

New Outlook Group Home is located in the Second District.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues, and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

"To Enrich Lives Through Effective and Caring Service"

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address several deficient areas.

New Outlook Group Home needs to provide adequate front and back yard landscaping and remove the trash and debris from the yard; repair or replace window screens throughout the home; repair or replace the back porch light; replace or paint the security doors; assess all children for needed services within thirty days of placement; include input from the placement workers and the child in the development and implementation of the Needs and Services Plans; provide comprehensive Needs and Services Plans that include short and long term goals; provide children with the required minimum weekly allowances; and provide children with opportunities to maintain life books/photo albums.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:bg
http://auditor.co.la.ca.us/group_home.asp

Attachments

c: David E. Janssen, Chief Administrative Officer
Patricia S. Ploehn, Director, DCFS
Robert B. Taylor, Chief Probation Officer
Shawn Chustz, Executive Director, New Outlook Boys Home
Public Information Office
Audit Committee

**New Outlook Boys Home
1901 West 41st Place
Los Angeles, California 90062
Phone: (323) 292-6273
License Number: 191801203
Rate Classification Level: 7**

I. Facility and Environment

Method of assessment – Observation

Comments:

New Outlook Group Home is located in a residential community. The exterior of the Group Home is not well maintained. The front and back yard lawns are not clean and are not adequately landscaped. Trees and bushes are overgrown, and there is trash and debris in the yard. The back porch light is broken, and the security doors are rusty. Window screens throughout the Group Home are broken, and are not properly attached to the windows.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. New Outlook Group Home management:

- a. Provide appropriate front and back yard landscaping.**
- b. Trim all overgrown trees and bushes.**
- c. Remove all trash and debris from the yard.**
- d. Repair or replace the back porch light.**

- e. Replace or paint the security doors.
- f. Repair or replace the window screens throughout the home as needed.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. However, one child was not assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current; however, input from placement workers and the child is not included in the development and implementation of the NSPs. The NSPs are not comprehensive, and do not include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendations

2. New Outlook Group Home management:

- a. Assess all children for needed services within thirty days of placement.
- b. Include input from the placement workers and the child in the development and implementation of the NSPs.
- c. Maintain comprehensive NSPs that are measurable, attainable, and include short and long term goals.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities**Method of assessment – Review of relevant documents and interviews**

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities, and leisure time. Children are provided with opportunities to participate in planning activities.

Children participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication**Method of assessment – Review of relevant documents****Comments:**

According to the Agency's management, there are currently no children taking psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

Recommendations

There are no recommendations for the section.

VI. Personal Rights**Method of assessment – Interviews with children**

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are able to make and receive personal telephone calls, send and receive unopened mail, and have private visitors. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance**Method of assessment – Review of relevant documents and interviews**

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children spend their allowances as they choose. However, the Group Home does not provide children with the required minimum weekly allowance.

The Group Home provides children with adequate personal care items.

Children are not encouraged or assisted in creating and maintaining photo albums/life books.

Recommendations

3. New Outlook Group Home management:

- a. Provide children with the required minimum weekly allowance.**
- b. Encourage and assist children in creating and maintaining photo albums/life books.**

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1901 W. 41st Place
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(323) 292-6273
(323) 295-0306 fax

Department Of Auditor-Controller
500 W. Temple Street
Los Angeles, CA. 90012
(213) 220-2479

Attention: Belinda Gibson, MS

6-1-2006

RE: Corrective Action Plan

I. Facility and Environment.

a. Maintain the front and back yard lawn and landscaping.

The New Outlook Boys Home will maintain the front and back yards and landscaping on a weekly basis. The residents will now have a chance to make extra monies by completing these tasks, weekly. The weekend manager, R. Baker will ensure that task is completed weekly. The Administrator will monitor the yard every two weeks.
Start Date: 5-23-06

b. Trim all overgrown trees and bushes.

The New Outlook Boys Home has trimmed all side buses and parts of the overgrown banana trees. Trimming will be completed in small portions each week. The weekend manager, R. Baker will ensure that task is completed weekly. The Administrator will monitor the yard every two weeks.

Start Date: 5-23-06

c. Remove all trash and debris from the bushes.
All trash and debris have been removed and disposed of. The weekend manager, R. Baker will ensure that task is completed weekly. The Administrator will monitor the yard and brush every two weeks.

Start Date: 5-20-06

d. Repair the light fixture on back porch.
The light fixture has been removed. Completion date: 5-20-06

e. Replace or repair security doors.
The side security door and the back security door has been spray painted their respective colors. The Administrator will monitor the doors for paint every two weeks.

Completion date: 5-29-06

II. Program Services.

a. Assess children for needed services within thirty days.
The New Outlook treatment team consisting of the House Social worker, Child Care Manager and the Administrator will assess the residents for services within the first thirty days of placement. The Administrator will monitor new residents immediately upon entry to the home.

b. Include the placement workers as part of the Treatment Team and input from the child
In the development and implementation of the ISP. Start date: 5-1-06

A form has been created to invite the resident's CSW to the Treatment Team to share input into the Needs and Service plan. The form will be faxed to the CSW by the House Social Worker, and a copy of the fax transmittal will be kept in the residents file as proof of invitation. A Training Class will be completed on 6-7-06 by the Group Home Consultant to address invitation of the CSW to the Treatment Team. The Administrator will monitor the House Social worker every thirty days to ensure that the invitations are sent out.

Start date: 6-7-06

c. Maintain comprehensive NSP's that are measurable, attainable, and include short and long term goals.

The House Social worker will ensure that Needs and Service Plans are measurable and attainable. The Group Home Consultant has prepared a new Needs and Service form to reflect short and long term goals, tools for measuring and permanency plans. A Training Class will be completed on 6-7-06 by the Group Home Consultant to address short and long term objectives, goals and measurement tools. The Administrator and the Consultant will monitor the House Social Worker's Needs and Service Plans every thirty days.

Start Date: 6-7-06


III. Clothing and allowance.

a. Provide children with required minimum weekly allowance

The weekly allowance has been changed to meet weekly minimum of seven dollars.
Start date: 5-20-06

b. Encourage and assist children in creating and maintaining photo albums/life books. The New Outlook Boys Home will now pass out photo albums to residents upon their entry into the boy's home in order to maintain pictures for the life book. The weekend Child Care Manager, Ronette Barnes will now have the task of taking photos and updating photo albums with pictures. The Administrator will monitor the allowance weekly.

Start date: 6-1-06


Sharon
Administrator